



Sophie Lines &lt;viamed.sophie.lines@gmail.com&gt;

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**Fwd: Faulty Microstim DB3**

2 messages

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**Main Account** <office@viamed.co.uk>  
To: Sophie Lines <sophie.lines@vmsecure.me.uk>

Fri, Jun 2, 2023 at 10:57 AM

----- Forwarded message -----

From: **Sklia Despoina** <Despoina.Sklia@gstt.nhs.uk>  
Date: Fri, 2 Jun 2023 at 10:49  
Subject: Faulty Microstim DB3  
To: [technical@viamed.co.uk](mailto:technical@viamed.co.uk) <[technical@viamed.co.uk](mailto:technical@viamed.co.uk)>

Hi team,

We have 2 units (s/n: H0002556 & H0002556) that are not working.

What repair options are you offering?

Kind regards,

**Despoina Sklia****Specialist Medical Equipment Engineer****Medical Physics****Guy's and St Thomas' NHS Foundation Trust**

Lambeth Wing | Lower Ground Floor |

St Thomas' Hospital | Westminster Bridge Road |

London | SE1 7EH |

Telephone: **020 718 83767****Put patients first | Take pride in what we do | Respect others | Strive to be the best | Act with integrity**

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**Sophie Lines** <sophie.lines@viamed.co.uk>  
Draft To: Main Account <office@viamed.co.uk>

Fri, Jun 2, 2023 at 12:14 PM

Good morning,

Thank you for your email. I am sorry to hear about your 2x Microstim DB3 units that are not working - H0002556 & H0002556.

However, I am pleased to confirm that we offer a **fixed-cost repair service** for these devices; we will repair any fault for a cost of £45.00+VAT and £12.00+VAT return carriage.

Please send the units to us at the below address using reference: **SRS68348** on any paperwork. Our repairs department will take a look and we will be in touch with your repair quote via email when available:

FAO: Repairs Department / SRS68348  
Viamed Ltd  
15 Station Road  
Cross Hills  
BD20 7DT

If you require any further information, please do not hesitate to contact us.

Kind regards

Sophie Lines

Please note: My working days are Monday, Tuesday and Friday

**Viamed is now enacting hybrid working to allow sales and admin staff to work remotely and in the office. Telephone calls to the main office will be answered, but please continue to use email where possible.**

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